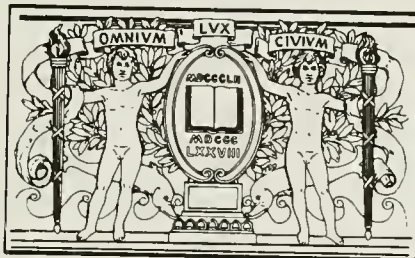


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CHINATOWN COMMUNITY SERVICES NEEDS STUDY  
AND FEASIBILITY STUDY FOR A  
COMMUNITY SERVICE FACILITY ON  
PARCEL "C"

Prepared For

BOSTON REDEVELOPMENT AUTHORITY

CHINATOWN/SOUTH COVE NEIGHBORHOOD COUNCIL

Prepared By

HENDERSON PLANNING GROUP  
Cambridge, Massachusetts

In Association with

Dr. Thomas Chung

APRIL, 1989



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CHINATOWN COMMUNITY SERVICES NEEDS STUDY  
AND FEASIBILITY STUDY FOR A  
COMMUNITY SERVICE FACILITY ON  
PARCEL "C"

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# CHINATOWN COMMUNITY SERVICE NEEDS ASSESSMENT STUDY

and

## PARCEL "C" FEASIBILITY STUDY

### EXECUTIVE SUMMARY

#### STUDY HIGHLIGHTS

During the past 4 months, a feasibility study has been undertaken for a multi-function community center on the Parcel "C" in Chinatown. Several key milestones have been reached as a result of the study, including:

- o A community-wide social services needs assessment survey was conducted by Dr. Tom Chung identify the perceived needs of users for services.
- o Estimates for overall future demand for services is being developed.
- o Areas of unmet community service needs were identified.
- o A Request for Participation call to all service providers resulted in responses from seven (7) agencies which are interested in participating in Parcel "C".
- o Preliminary spatial needs as identified by the respondents to the RFP have been evaluated. Areas for cooperation and sharing of space have been identified, and additional facilities which could serve all Chinatown providers have been included in the program.
- o Management and ownership alternatives for implementing the project have been identified.

#### FUTURE DEMAND FOR COMMUNITY SERVICES

- The Boston Redevelopment Authority Policy Development and Research Department indicate in their analysis that the Boston, Metro and Statewide Asian populations that they are growing at a rapid rate.
- The Boston Asian population grew by 60% between 1980 and 1985. Between 1990 and year 2000, growth of 20% to 34% is projected.
- This added population will increase demand for social services and programs, in addition to the demand from current population.
- The community-wide survey reports that of users surveyed, the demand for health care and english as a second language classes by





potential users may double in the future, and the demand for legal services and civil rights advocacy by potential users may increase by 4 times.

#### SPATIAL COMPONENTS

- The BRA indicates that the Parcel "C" site alone can accommodate a building within the range of 96,000 square feet (FAR 4) to 144,000 square feet (FAR 6).
- Seven (7) community service agencies responded to the Request for Participation for Parcel "C" (with projected total space requirements estimated at approximately 93,730 net square feet. At this point in time it appears that all seven agencies can be accommodated on the Parcel "C" site. (Potential reductions due to sharing of facilities which could reduce this total area by a factor of 10 to 15%)
- In addition to the seven primary agencies in the Parcel "C" facility, space allocation will be made to include the following:
  - o A centralized information referral facility which can provide information for all Chinatown service providers in a single location;
  - o Flexi-space as "start-up" or "incubator space" for new service agencies, or agencies that require temporary or emergency support space;
  - o An allocation for common space (hallways, lobby, stairs, utility spaces, loading docks, etc.).
- The total projected space needs for Parcel "C" including those uses noted above is projected to range from 90,830 to 113,550 gross square feet. The range does not reflect any allocation for possible commercial rental space on Parcel "C".
- Due to consolidation of facilities at Parcel "C" approximately 9,000 square feet of space would become available in Chinatown for other potential uses.

#### ORGANIZATIONAL COMPONENTS

- The proposed development program for Parcel "C" must be based upon workable plans for the sharing of space, either through sharing of programs or time-sharing.
- Most of the service providers have expressed a willingness to share space in a new facility, and most are presently sharing facilities. Items that could be shared have been identified as including: large meeting hall/conference space; small meeting spaces; kitchen



facilities; classrooms of various types; child care space; reception/administrative space; library space.

- Alternative forms of ownership and management for the proposed facility have been evaluated leading to a recommendation for project development by an independent non-profit development corporation and a cooperative management structure including building and facility managers and establishment of an oversight Board of Tenant.

#### NEXT PHASES OF PARCEL "C" DEVELOPMENT

- o Establish the Organizational Framework
- o Explore Financing Mechanisms
- o Design and Program Alternatives to Maximize Efficiency of Space Use



TECHNICAL MEMORANDUM NUMBER 1

COMMUNITY WIDE NEEDS ASSESSMENT SURVEY

1.0 INTRODUCTION

The following contains a report prepared by Dr. Tom Chung which addresses the tasks outlined in the Scope of Services - Phase I Task IA, concerning a community-wide needs assessment survey.

The purpose of the report is to indicate the methodology and findings of the community-wide needs assessment survey. Evaluation of the findings in relation to the possible space needs for the proposed community services facility to be located on Parcel C is discussed in Technical Memorandum Number 4 - Evaluation of Program/Space Requirements and Alternatives.

The analysis in the report is presented under the following headings:

1. Introduction
2. Methodology
3. Demographic Characteristics
4. Current Utilization and Potential Growth of Services
5. Factors Affecting Service Utilization
6. Urgency of Services
7. Priority of Client Groups
8. Priority of Youth/Teenager Problems
9. Cross-Service Utilization
10. Conclusion



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## 1. INTRODUCTION

There has been a rapid population growth in the Chinatown/South Cove area. A survey conducted by the Boston Redevelopment Authority (BRA) estimated that in 1987 there were 5,100 residents living in the section which can be considered the "core area" of Chinatown (bordered by Essex Street to the north, the Expressway to the east, the Massachusetts Turnpike to the south and Washington and Tremont Streets to the west.)(1) This figure represents almost a 50% increase from the 1980 count and a 200% increase from the 1970 estimate.(2) Such a growth occurred in a period when the physical space available for community use is shrinking as a result of institutional expansion and highway construction.

While the overwhelming majority of Chinatown-core residents are of Asian origin, they represent only a small portion of Boston's Asian population.(3) Due to recent immigrant influx, the Asian population in and around the City of Boston is also rapidly increasing. When these Asian Americans are in need of bi-lingual, bi-cultural services, the providers they rely upon are the human service agencies located in the very core of Chinatown. Thus these agencies in Chinatown are not only serving the neighborhood, but also the community in a larger sense. Whether residing in the Chinatown neighborhood or elsewhere, clients are mainly non-English speaking people whose education and income are much lower than the Boston average. (4, 5)

The community service agencies have long been expressing a desire for additional facilities. The Boston Redevelopment Authority (BRA) acknowledges this need and is committed to build a community service center on a piece of land called Parcel C. In order to determine a best scheme of space allocation, the BRA, in conjunction with the Chinatown/South Cove Neighborhood Council (CNC), selected an independent consultant, the Henderson Planning Group, to conduct a feasibility study. An essential component of this study, specifically requested by the BRA and CNC, is a community needs assessment survey conducted by Tom Lun-Nap Chung, Ph.D. Findings of this survey, alongside the Henderson Planning Group's review of Request of Participation completed by community agencies and evaluation of space allocation alternatives, will be submitted to the BRA and CNC for their final decision.

BY TOM CHUNG MAY 4 '89

1. Gregory Perkins & Deborah Oriola, Chinatown Housing Survey, Boston Redevelopment Authority, 1987.
2. Mass. Institute of Technology Urban Design Studio, Chinatown 2000, 1988.
3. Margaret O'Brien, Boston At Mid-Decade: Result of the 1985 Household Survey, 1. Demographic Characteristics, BRA, 1986.
4. Jeffrey Brown, Ting-Fun Yeh, & Deborah Oriola, Profile of Boston's Chinatown Neighborhood, BRA, 1987.
5. Tom Chung, Job Expectations & Opportunities of Asian American Clients, Chinatown/South Cove Neighborhood Council, 1987.





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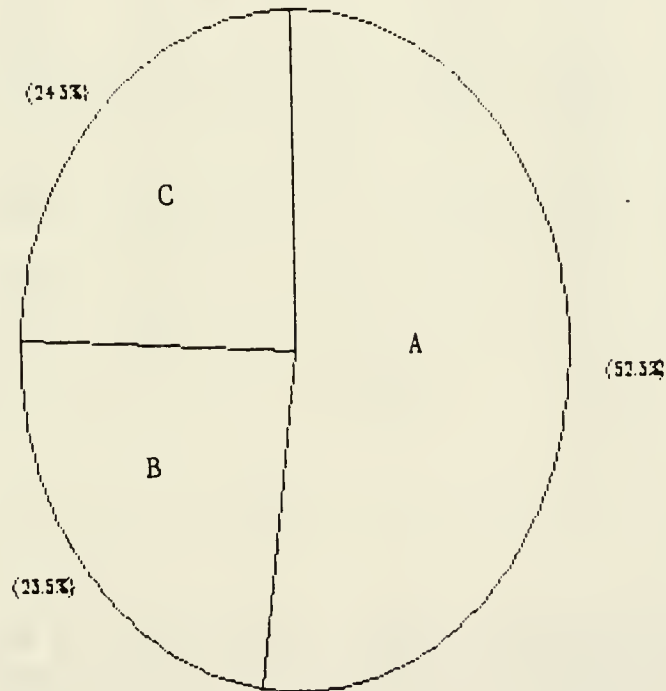
## 3. DEMOGRAPHIC CHARACTERISTICS

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### Place of Residence

Consistent with findings in other recent studies (5.6), users of Chinatown services come from a much larger area than the Chinatown core area (please refer to Q.72 of the questionnaire attached for the frequency distribution of the responses.) Only 52.1% of the clients live in Chinatown or adjacent areas (Figure 1). Residents of other parts of Boston comprised 23.4% (13.3% in Allston-Brighton, 6.7% in Dorchester/Jamaica Plain/West Roxbury, and 3.4% in Charlestown, East Boston and South Boston.) Almost one out of every four clients comes from outside Boston (24.2%), including 8.3% from Quincy/Wollaston, 5.0% from Brookline, 4.2% from Malden, while the remainder is from Cambridge, Stoneham, Reading, Tewksbury, Burlington, Natick, Newton, and Randolph.

Figure 1



A = Chinatown and adjacent areas

B = Other Boston areas, such as Allston, Brighton, Charlestown, East and South Boston, Dorchester, and Jamaica Plain.

C = Outside Boston, including Brookline, Cambridge, Malden, Stoneham, Reading, Tewksbury, Burlington, Natick, Newton, Quincy, and Randolph.



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## Gender & Age

Fifty-six percent of the respondents are men and 44% women (n=119, Q.66). This apparently higher male-female ratio, while almost the same as that disclosed in the Chinatown User Survey (57%), reflects a very different picture than the one indicated in Employment Survey (28%). This contrast may imply that sex may play a role in program participation.

While a wide range of age-groups is represented (Q.65), there are more males among younger clients (Table 1).

Table 1: Age-Sex Distribution

	<13	13-18	19-25	26-35	36-45	46-55	56-65	>65	Total
Male	1	2	11	25	10	1	3	12	65
	1.5	3.1	16.9	38.5	15.4	1.5	4.6	18.5	56.5
	100.0	100.0	73.3	75.8	41.7	20.0	33.3	46.2	
Female	0	0	4	8	14	4	6	14	50
	0.0	0.0	8.0	16.0	28.0	8.0	12.0	28.0	43.5
	0.0	0.0	26.7	24.2	58.3	80.0	66.7	53.9	
Total	1	2	15	33	24	5	9	26	115
	0.9	1.7	13.0	28.7	20.9	4.4	7.8	22.6	

(Tau C = 0.34, p < 0.001)

## Language

Almost two-thirds of the clients speak Cantonese (63.2%, n=114, Q.73). About one-seventh of the clients use Toisanese as their primary language. There are 10.7% clients who speak primarily Mandarin, 2.6% speak another Chinese dialect, another 2.6% speak Vietnamese, and only 5.3% of them use English as their primary language. For the overwhelming majority of those whose mother tongue is not English, their self-rated English proficiency is poor, particularly in terms of listening and talking (Q.74-75).



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## For Discussion Purpose

### Education

Whereas almost one-fifth of the respondents had some college education or higher (Q.72), the proportion of respondent who did not graduate from high school ranks highest among all groups of Bostonians, including "immigrants who speak poor English" (Table 2 Column. c). As a whole, the education attainment of these clients is not only lower than that of the Asian Bostonians, but also lower than that of the Chinatown residents (Column d).

Table 2: Education Comparison

	(a) Total >24 Yrs in Boston 1980	(b) Asian >24 Yrs in Boston 1980	(c) Bos. Immig. Speak Poor English 1981-1985	(d) Track 702 >24 Yrs 1980	(e) Chinatown Agency Clients 1989
<Hi.Sch.Grad.	32%	45%	61%	63%	71%*
High Sch.Grad.	35%	23%	23%	19%	9%*
1 - 3 Yrs Coll.	13%	10%	5%	5%	12%
Coll. Grad.	20%	22%	11%	13%	8%

\* Assuming half of those with 10-12 years of school are high school graduates and the other half is not.

Source: a & d from 4: Table 3; b from 7: p.56; c from 7: p.61.

### Occupation, Family Income & Size

Over half of those who reported their occupation said they work in either restaurants or factories (Q.67). These two industries, which generally pay low wage for long working hours, have traditionally been the first employers of Asian immigrants. The skill level of the majority of the respondents is semi-skilled or below (Q.68). Individual income is very low (Q.69). Median family income is around \$12,000 (Q.70), much lower than that (\$19,250) in 1985 City-wide, despite a much larger household size --- 3.64 vs 2.5 (Q.71).

As a whole, people who come to Chinatown for service are mainly non-English speaking, who have a much lower income, educational and occupational attainment than the Boston average.



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In terms of future growth, however, legal service/civil rights advocacy has the greatest potential, as the number of people who would very likely become clients is more than four times that of its current clientele. Other services also have a lot of room to expand. Recreational/social/cultural, day care, information/referral/counseling, and employment services alike, all have twice that number of very-likely users than the number of current users. The needs will double even for the two services that presently have the largest clientele: community health and English classes.

When the volume of potential users is added to the current caseload, community health care and English classes are still the two greatest needs, each attracting almost 80% of the client pool. Legal service/civil right advocacy draws two-thirds of the clients, while each of the remaining services gets about 60% of the clients.



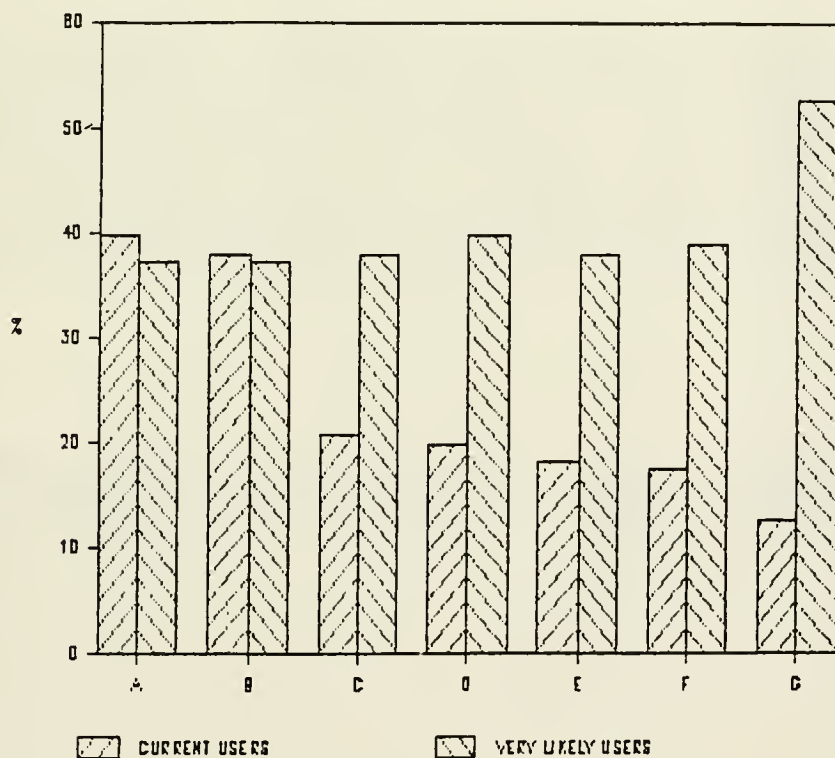


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#### 4. CURRENT UTILIZATION & POTENTIAL GROWTH OF SERVICES

The most widely used services noted are community health care and English classes. In each case, almost two out of every five respondents say they or their family members are users. About one-fifth of the clients identify themselves/family as users of employment service. Similarly, one-fifth of the clients/family are receiving information/referral/counseling on family, housing, financial, or other problems. Both day care and recreational/social/cultural functions are attended by a slightly smaller portion (18%) of the clients. Legal service/civil rights advocacy is the least used service (Fig. 2).

FIG.2: CURRENT & VERY LIKELY USERS



- A = Community health care
- B = English class
- C = Employment services
- D = Information/Referral/Counseling on family, housing, financial, and other problems
- E = Day Care
- F = Recreational/Social/Cultural functions
- G = Legal Service/Civil right advocacy



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### **5. FACTORS AFFECTING SERVICE UTILIZATION**

Convenience of location/traffic is the most important factor affecting the utilization of all of the services.

Flexibility of activity schedule ranks second except in two cases. A small number of people say it is the most important factor in determining their participation in recreational/social functions. As recreational/ social functions are judged by the smallest proportion of respondents to be the most needed, it seems natural that people are more willing to adjust their schedules. Another occasion that schedule flexibility ranks lower is when people consider day care service. People consider adequacy of space a higher priority for day care.

Among people who found program schedule inconvenient, most prefer another period on a weekday, during daytime hours. This complaint on scheduling may also be a reflection of the inadequacy of services available, since potential clients can come during regular office hours. The period of time off regular office hours chosen by most respondents is on a weekend, during daytime hours. Whereas a substantial amount of people would make use of weekday evenings, few like the idea of coming for service on weekend evening.

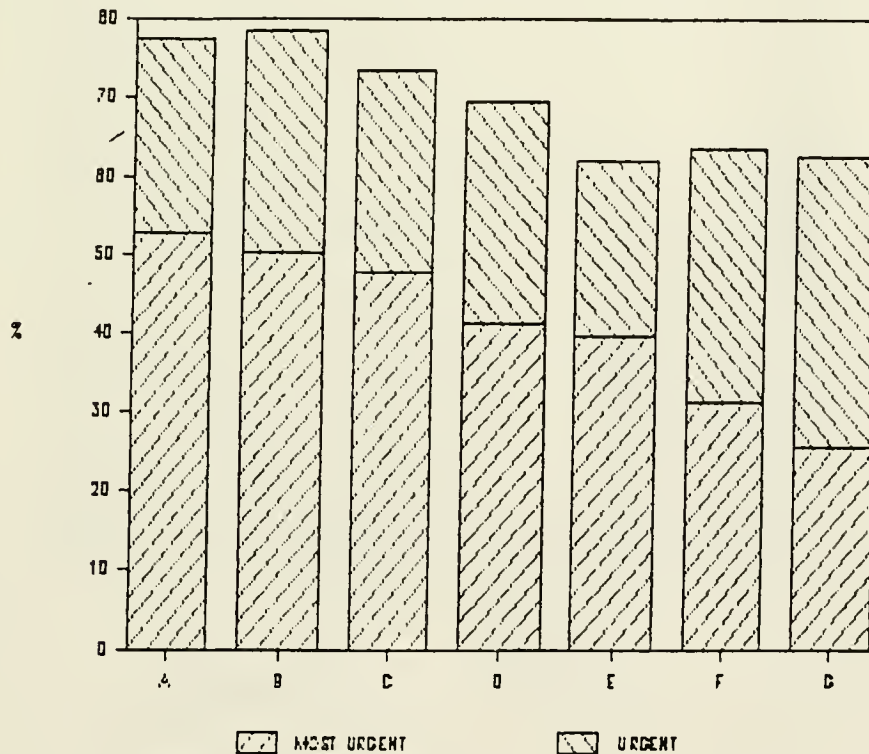
Space is mostly stressed only for day care and recreational/ social functions. Other than that, space is ranked higher than information except in the case of legal service/civil right advocacy.



## 6. URGENCY OF SERVICES

Regardless of their own needs, how urgently is each type of service needed in the community? The ranking of urgency of perceived community needs appears to be close to the order of the volume of users (current and potential combined.) Here again, English class and community health care top the list, with recreational/social/cultural functions at the bottom. While the order of the services in-between varies slightly, the difference is small (Fig. 3).

FIG.3: URGENCY OF SERVICES



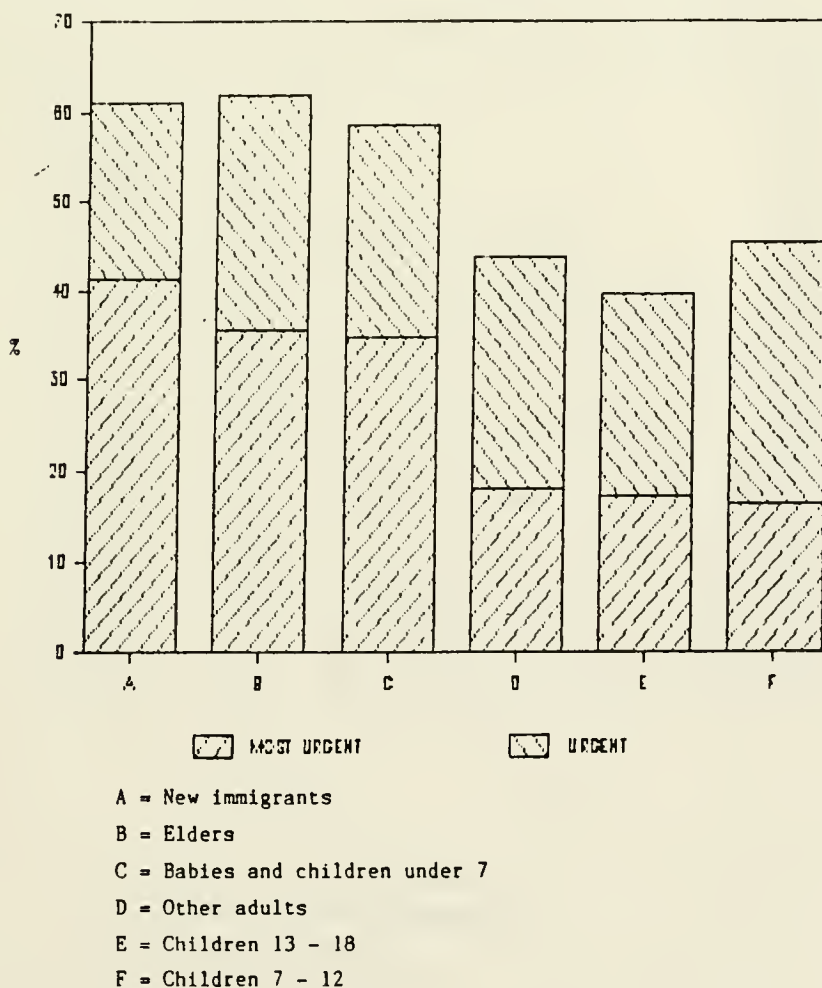
- A = English class
- B = Community health care
- C = Employment services
- D = Day care
- E = Legal service/Civil right advocacy
- F = Information/Referral/Counseling on family, housing, financial, and other problems
- G = Recreational/Social/Cultural functions



## 7. PRIORITY OF CLIENT GROUPS

The needs of new immigrants, the elderly, and children under seven are judged to be most urgent by the largest portion of respondents. Whereas, the needs of teenagers 13-18 are considered urgent by the smallest proportion of respondents (Fig. 4).

FIG.4: URGENCY OF NEEDS, BY GROUP





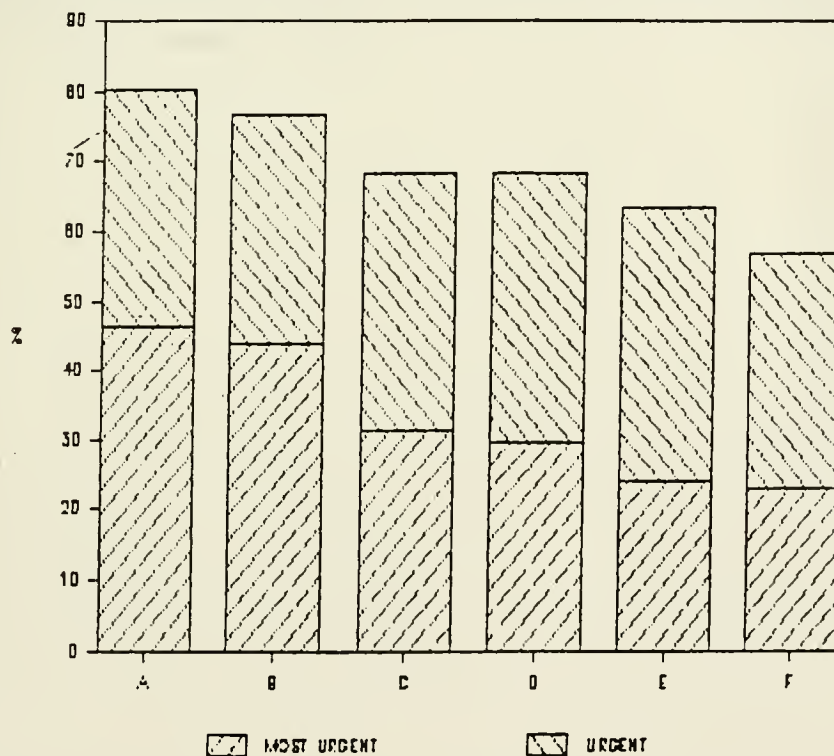


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## 8. PRIORITY OF YOUTH/TEENAGER PROGRAMS

Among the youth/teenager programs, family/school problem counseling is considered the most urgent by 80% of the clients. This finding may be a surprise to those people who have an impression that Asian children always listen to their parents and always excel in school. It also reflects a wider acknowledgement, in the Asian community, of the situation that problems with youth/teenagers cannot always be successfully dealt with by the family (Fig. 5).

FIG.5: URGENCY OF YOUTH/TEEN. PROGRAMS



- A = Family/school problem counseling
- B = Vocational training/sounseling
- C = Educational programs
- D = Sports/physical fitness
- E = Cultural/Arts/Crafts/Music
- F = Social/Recreational activities



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Trailing closely to family/school problem counseling is vocational training/counseling (77%). Not every Asian child wants to climb the academic ladder. Moreover, the cost for one year's college education at certain institutions now has already surpassed the annual income in many Asian families. Employment assistance seems to be a realistic channel for the children's career development.

Education is still a major concern in this community of Asian tradition (69%). It is, however, a surprise to find that the need for sports/physical fitness programs is as widely recognized (69%) as the need for educational programs. Meanwhile, other non-educational/employment related programs, such as social/recreational and cultural/arts/crafts/music activities, remain the least recognized (65% and 58% respectively.)



## 9. CROSS-SERVICE UTILIZATION

Do clients generally need only a specific type of service? Or do they need more than one type of services? How well can we predict the need of one service on the basis of the need of another? Is there any pattern of service configuration? The following matrix (Table 1) offers a preliminary exploration into these interesting questions. In Table 3, the likelihood of utilization of one type of services is crosstabulated with that of each of the other types. The status of one's likelihood of using a certain type of services is either "likely a user" (currently a user or "very likely" a user), or an "unlikely a user" ("very unlikely", "not sure" or no response to the question at all.).

Table 3: Likelihood of Cross-Service Utilization

Employ. Service	Comm. Health	Info/Ref/ Counseling	Legal/ Civil R.	Recrea. /Social	Day Care	English Class
Employ. Service -	(a) .35*	.35*	.41*	insig.	.41*	.26*
Commun. Health	-	.57*	.36*	.28*	.36*	.44*
Info/Ref/ Counseling		-	.40*	.34*	.37*	.32*
Legal/ Civil R.			-	.48*	.51*	.34*
Recrea./ Social				-	.40*	insig.
Day Care					-	.42*
English Class						-

(a) Figures represent the Phi-value, \* indicates significance at the 0.01 level. For readers not familiar with the connotation, Phi is a statistical value measuring the strength of association between two variables. The higher the value between two variables, the more likely users of one type of services are also more likely users of the other, and, the more unlikely users of a service type are also more unlikely users of the other. The 0.01 significance level indicates that there is a smaller than 1% chance that the findings of this sample would be different from that in the overall clientele population.)

Table 3 indicates that there is a moderate but statistically significant association between almost every pair of service types. It means that the likely users of one type of service do have a moderate chance (Phi-value ranges from .26 to .57) of being likely users of another type of service. Obviously, since the greatest Phi-value is only .57, we cannot predict with higher probability. However, with such a wide spread of significant associations, we can say that most clients are likely multi-service users.



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## 10. PROJECTED NEEDS

Long-term projections normally require logitudinal data. Whereas, most of the information we have about the community's needs comes from a one-shot survey. In an attempt to provide some ball-park figures for long-term planning purposes, the proportion of users and very-likely users of each type of service is assumed to be constant when applied the population figures projected for 1990, 1995, and 2000.

The base of population projection is the size of the 1980 Asian population in Metropolitan Boston. There are at least two reasons for the choice of the Metropolitan's rather than the City's or Chinatown's figures. First, recent studies indicate that between about 20% to 44% of the Chinatown users come from outside the City. Secondly, these figures are likely to increase given a rapid Asian immigrant influx, the over-crowdiness in Chinatown, and the high-rising rent in the City.

There is no rate of population change available for the projection of the Metropolitan Asian population. Nevertheless, it is reasonable to expect that the rate is likely to be between that of the City's and that of the State's. The annual rates of increase of Asian population in Massachusetts are obtained from the Federal Bureau of Census projections: 7% between 1980 and 1990, 4.5% between 1990 and 1995, and 4% between 1995 and 2000 (8). This set of rates does not seem to have taken last decade's Asian immigrant influx into full account. When applied to the 1980 Asian population size, which is widely recognized as being under-estimated, the population size and the volume of needs projected can be perceived as bottom-line figures (Table 4).

The BRA has produced figures for the calculation of annual increase rates of the Asian population in the City (9). Between 1980 and 1985, the average rate of increase is 11.74%. Assuming that this rate is constant over the next two decades, a set of much larger numbers is derived (Table 5).

There are two sets of figures presented for the needs of community health care service. Since the largest provider agency in the community, South Cove Community Health Center (SCCHC), did not participate in the survey, the proportion of community health care needs only reflects that among users of other services. For estimation purposes, the number of patients provided by SCCHC is applied to the same projection model, producing a much larger numbers of people in need of community health care service.





**11. CONCLUSION**

The most important finding of this survey is that the needs of the Asian community far exceeds the amount of services provided by agencies located in Chinatown. Presently, 48% of the clients come from places outside of Chinatown and its surrounding vicinity. With the continuous immigrant influx into the Greater Boston area, demand for services will only increase.

The services clients need are intertwined. Those who are in need of one type of service are also likely to be in need of one or more types of other services. Therefore, bringing a variety of programs under one roof may increase the efficiency of service delivery. This approach will likely be particularly appreciated by the clients since the majority of them have to work long hours and/or are in need of day care. It is not a coincidence that to most of them, geographic convenience and flexibility of schedules are important factors affecting their service utilization.

All of these findings lend support to the idea of building a multi-service community facility on Parcel C. Unless other comprehensive service packages are made available locally for those clients residing outside of Chinatown, which is unlikely in most cases, the project on Parcel C which is located in the very midst of existing facilities, does represent a most efficient scheme to improve the service delivery to the Asian Americans in the Boston area.

Every type of service is supported by a majority of respondents. Community health care and English classes, the two largest programs at present, will continue to attract the largest number of clients. Meanwhile, special attention is called to address the great growth potential of two less visible types of services---legal service/civil rights advocacy, and family/school problem counseling for youth and teenagers.

Given the urgency, diversity, and the large amount of unmet needs, the Parcel C developer should consider more favorably the architectural option with the largest area of facility space. To improve the efficiency of service delivery and offer clients greater convenience, the Parcel C facility should bring in a variety of agencies and programs, even though this could mean that each agency would be allotted a smaller space (at this moment, overcrowding is a concern to the smallest proportion of the clients.) An agency's commitment to share facilities, to cooperate in programming and scheduling coordination, and to operate on weekday evenings as well as on weekends should be strongly emphasized in the selection of the Parcel C facility participants.

Finally, let me reiterate that the above findings reflect mainly the needs of the current users. Certainly, those who did not participate may not need any service at all. But if they do, their needs are not quantified. If a service is not there, for instance, service for the homeless or battered women, the respective needs are not even recognized. People might be unaware of the service or



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(Table 4)

**NEEDS PROJECTION, ON LOWER ASIAN POPULATION INCREASE RATES\***

1,

	pro. 95%cl	1988 Needs	Need Rate	1988			1990			1995			2000		
				MetroBos	AsianPop	63626 (annual: 7%)	MetroBos	AsianPop	72848 (annual: 7%)	MetroBos	AsianPop	90782 (annual: 4.5%)	MetroBos	AsianPop	110450 (annual: 4%)
Employ. Serv.	0.587	0.088	0.027	1705			1952			2433			2960		
Info/Refer/Coun.	0.603	0.087	0.028	1752			2006			2499			3041		
Legal/Civil R.	0.653	0.085	0.030	1897			2172			2707			3293		
Recreation	0.562	0.088	0.026	1633			1869			2329			2834		
Day Care	0.562	0.088	0.026	1633			1869			2329			2834		
English Classes	0.752	0.077	0.034	2185			2501			3117			3792		
Community Health	0.769	0.075	0.035	2234			2558			3187			3878		
SCCHC clients			0.201	12774 <sup>a</sup>			14625			18226			22175		

\* Based on the projected rates of change of the Asian pop. in Mass.  
Assuming constant annual rates of change within each period.

Source: Boston Redevelopment Authority Policy & Research Dept.,  
Document 012788/R030189, Table 1-4.

<sup>a</sup> Number of active patients of South Cove Community Health Center in  
1988, including clients from Metropolitan Indochinese Children &  
Adolescent Services.



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## For Discussion Purposes Only (Table 5)

### NEEDS PROJECTION, ON HIGHER ASIAN POPULATION INCREASE RATES#

		1988	1990	1995	2000
		MetroBos	MetroBos	MetroBos	MetroBos
		AsianPop	AsianPop	AsianPop	AsianPop
		89995	112383	195769	341025
		(ann:11.74%)	(ann: 11.74%)(ann:11.74%)	(ann:11.74%)	(ann:11.74%)
pro. 95%cl	1988 Needs	Need Rate			
Employ. Serv.	0.587	0.088	1705	2129	3709
Info/Refer/Coun.	0.603	0.087	1752	2187	3811
Legal/Civil R.	0.653	0.085	1897	2369	4127
Recreation	0.562	0.088	1633	2039	3551
Day Care	0.562	0.088	1633	2039	3551
English Classes	0.752	0.077	2185	2728	4752
Community Health	0.769	0.075	2234	2790	4860
SCCHC clients			12774@	15952	27788
					6462
					6638
					7188
					6187
					6187
					8278
					8465
					48405

# Based on the 1980-1985 rate of change of the Asian pop. in Boston, assuming constant rates of change over these years.

Source: Boston Redevelopment Authority Policy & Research Dept., Document 012788/R030189, Table 1-1.

@ Number of active patients of South Cove Community Health Center in 1988, including clients from Metropolitan Indochinese Children & Adolescent Services.



unaware of their rights to service. There are people who were unable to participate because they had to stay home to take care of children, because they stayed at work very late, or because they do not drive and there is little public transportation. Some of them probably are most urgently in need of service. Before taking these people into account, the community needs assessment will not be completed.

**DRAFT**

For

Discussion, 7/1/77





# NEEDS ASSESSMENT SURVEY FOR THE PARCEL C FACILITY

Sponsored by The Boston Redevelopment Authority  
In Conjunction with the Chinatown/South Boston Neighborhood Council

Research Consultant: Dr. Tom Chung & the Henderson Planning Group

February 1989

**DRAFT**

For

Version Purpose

Thanks for your participation, the first set of questions is:  
HOW LIKELY WOULD YOU OR YOUR FAMILY USE EACH OF THE FOLLOWING SERVICES OR FACILITIES IN CHINATOWN?

	1. Using It Now	2. Very Likely	3. Very Unlikely	4. Not Sure	0.No Resp.
1. Employment training/ counselling	20.7%	38.0	8.3	20.7	12.4
2. Community health care	39.7	37.2	2.5	8.3	12.4
3. Information/Referral/ Counselling on family, housing, financial, & other problems	19.8	39.7	5.8	17.4	17.4
4. Legal service/Civil rights advocacy	12.4	52.9	4.1	16.5	14.1
5. Recreational/Social/ Cultural functions	17.4	38.8	2.5	23.1	18.2
6. Day care	18.2	38.0	11.6	13.2	19.0
7. English class	38.0	37.2	5.0	10.7	9.0

IN THE CASE OF EMPLOYMENT SERVICE, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NO ONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1.Very important	2.Somewhat important	3. Un- import.	4.No Resp.
8. Convenient location/traffic	76.0	14.9	3.3	5.8
9. Adequate space	52.1	33.9	4.1	9.9
10. Sufficient information/notice	46.3	33.1	5.8	14.9
11. Flexible schedule	60.3	33.0	1.7	5.0



12. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient?  
[PLEASE CHECK ALL THAT APPLY]

1. 20.1	Weekday daytime	2. 13.2	Weekday evening
3. 16.5	Weekend daytime	4. 5.8	Weekend evening
5. 8.3	1 + 3	6. 2.5	2 + 4
7. 1.7	1 + 2	8. 0.8	3 + 4
9. 15.7	other combination	0. 14.9	no response

IN THE CASE OF COMMUNITY HEALTH CARE, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1. Very import.	2. Somewhat important	3. Un- import.	0. No response
13. Convenient location/traffic	72.7	14.1	0.8	12.4
14. Adequate space	54.6	28.1	1.7	15.7
15. Sufficient information/notice	50.4	30.6	2.5	16.5
16. Flexible schedule	60.3	28.1	0.8	10.8
17. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]				

1. 21.5	Weekday daytime	2. 8.3	Weekday evening
3. 17.4	Weekend daytime	4. 3.3	Weekend evening
5. 9.9	1 + 3	6. 1.7	2 + 4
7. 0	1 + 2	8. 0	3 + 4
9. 16.5	Other combination	0. 21.5	No responses

IN THE CASE OF INFORMATION/REFERRAL/COUNSELLING ON FAMILY, HOUSING, FINANCIAL, AND OTHER PROBLEMS, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1. Very import.	2. Somewhat important	3. Un- import.	0. No response
18. Convenient location/traffic	57.0	20.7	4.1	18.2
19. Adequate space	43.8	29.8	7.4	19.0
20. Sufficient information/notice	42.2	30.6	4.1	23.1
21. Flexible schedule	44.6	35.5	3.3	16.5
22. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]				

1. 20.7	Weekday daytime	2. 7.4	Weekday evening
3. 13.2	Weekend daytime	4. 4.1	Weekend evening
5. 9.9	1 + 3	6. 1.7	2 + 4
7. 0	1 + 2	8. 0.8	3 + 4
9. 14.9	Other combination	0. 27.3	No response

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IN THE CASE OF LEGAL SERVICE/CIVIL RIGHTS ADVOCACY, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NO ONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1. Very import.	2. Somewhat important	3. Un- import.	0. No response
23. Convenient location/traffic	60.3	19.8	3.3	16.5
24. Adequate space	46.3	28.9	5.8	19.0
25. Sufficient information/notice	52.0	26.5	4.1	17.4
26. Flexible schedule	52.1	35.5	1.7	10.7
27. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]				
1. 17.4 Weekday daytime	2. 9.9 Weekday evening			
3. 21.5 Weekend daytime	4. 3.3 Weekend evening			
5. 9.1 1 + 3	6. 2.5 2 + 4			
7. 0 1 + 2	8. 0 3 + 4			
9. 14.9 Other combination	0. 21.5 No response			

IN THE CASE OF RECREATION/SOCIAL FUNCTIONS, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NO ONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1. Very import.	2. Somewhat important	3. Un- import.	0. No response
28. Convenient location/traffic	54.6	22.3	8.3	14.9
29. Adequate space	48.8	28.1	7.4	15.7
30. Sufficient information/notice	42.2	28.9	7.4	21.5
31. Flexible schedule	40.5	36.4	8.3	14.9
32. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient? [PLEASE CHECK ALL THAT APPLY]				
1. 14.9 Weekday daytime	2. 9.1 Weekday evening			
3. 15.7 Weekend daytime	4. 5.0 Weekend evening			
5. 6.6 1 + 3	6. 4.1 2 + 4			
7. 0 1 + 2	8. 0 3 + 4			
9. 15.7 Other combination	0. 28.9 No responses			

IN THE CASE OF DAY CARE, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NO ONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1. Very import	2. Somewhat important	3. Un- import	0. No responses
33. Convenient location/traffic	64.5	15.7	2.5	17.4
34. Adequate space	64.5	16.5	3.3	15.7

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35. Sufficient information/notice	41.3	30.6	4.1	24.0
36. Flexible schedule	57.0	26.5	1.7	14.9

37. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient?  
[PLEASE CHECK ALL THAT APPLY]

1. 33.1	Weekday daytime	2. 5.8	Weekday evening
3. 9.9	Weekend daytime	4. 3.3	Weekend evening
5. 10.7	1 + 3	6. 0	2 + 4
7. 0	1 + 2	8. 0	3 + 4
9. 8.3	Other combination	0. 28.9	No response

[IF YOU/YOUR FAMILY NEED ENGLISH CLASS, HOW IMPORTANT WILL EACH OF THE FOLLOWING FACTORS AFFECT YOUR (OR OTHERS', IF NOONE FROM YOUR FAMILY NEEDS IT) SERVICE UTILIZATION:

	1. Very import.	2. Somewhat important	3. Un- import.	0. No response
38. Convenient location/traffic	66.1	15.7	2.5	15.7
39. Adequate space	50.4	28.1	3.3	18.2
40. Sufficient information/notice	50.4	25.6	3.3	20.7
41. Flexible schedule	59.5	25.6	1.7	13.2

42. [IF YOU FIND IT INFLEXIBLE,] Which period of time is more convenient?  
[PLEASE CHECK ALL THAT APPLY]

1. 18.2	Weekday time	2. 13.2	Weekday evening
3. 11.6	Weekend daytime	4. 3.3	Weekend evening
5. 8.3	1 + 3	6. 0.8	2 + 4
7. 0	1 + 2	8. 0.8	3 + 4
9. 18.2	Other combination	0. 25.6	No response

WHETHER YOU/YOUR FAMILY NEED IT OR NOT, HOW URGENTLY DO YOU THINK EACH OF THESE SERVICES IS NEEDED IN THE CHINATOWN/SOUTH COVE COMMUNITY?

	1. Most Urgent	2. Ur- gent	3. Not sure	4. Not Urgent	5. Not Needed	0. No resp
43. Employment training counselling	47.9	25.6	11.6	4.1	0	10.7
44. Community health care	50.4	28.1	6.6	1.7	0.8	12.4
45. Information/Referral/ Counselling on family, housing, financial, & other problems	31.4	32.2	14.9	5.0	0.8	15.7
46. Legal serv./Civil rights advocacy	39.7	22.3	19.0	3.3	0.8	14.9





47. Recrea./Soc./Cult	25.6	37.2	12.4	9.1	1.7	14.1
48. Day care	41.3	28.1	9.1	2.5	4.1	14.9
49. English class	52.9	24.8	7.4	0.8	0	14.1
50. Others(specify)	5.8	5.8	3.3	0	0.8	84.3

WHETHER YOU/YOUR FAMILY NEED IT OR NOT, HOW URGENTLY DO YOU THINK EACH OF THE FOLLOWING GROUPS IS IN NEED OF THE SERVICES?

	1. Most urgent	2.Ur- gent	3.Not Sure	4. Not Urgent	5. Not Needed	0.No resp
51. Bables and children under 7	34.7	24.0	9.1	0.8	5.0	26.5
52. Children 7 - 12	16.5	28.9	10.7	3.3	5.0	35.5
54. Elders	35.5	26.5	8.3	2.5	1.7	25.6
55. Other adults	18.2	25.6	16.5	1.7	5.0	33.1
56. New immigrants (came within 3 yrs)	41.3	19.8	9.1	1.7	1.7	26.5
57. Others	3.3	2.5	5.0	0.8	2.5	86.0

[IF YOU THINK YOUTHS AND TEENAGERS ARE IN NEED OF SERVICE, IS ANY OF THE FOLLOWING PROGRAMS URGENTLY NEEDED?]

	1. Most Urgent	2.Ur- gent	3.Not Sure	4. Not Urgent	5. Not Needed	0. No resp
58. Sports/physical fitness	29.8	38.8	11.6	3.3	2.5	14.1
59. Vocational training/ counselling	43.8	33.1	9.1	0	0.8	13.2
60. Family/school problem counselling	46.3	33.9	8.2	1.7	1.7	8.3
61. Educational programs	31.4	37.2	12.4	1.7	2.5	14.9
62. Social/recreational activities	24.0	39.7	13.2	2.5	3.3	17.4
63. Cultural/Arts/Crafts/Music	23.1	33.9	17.4	5.0	2.5	18.2
64. Others(specify)	4.1	2.5	5.0	0	0.8	87.6

[COULD YOU PLEASE TELL US A LITTLE BIT ABOUT YOUR BACKGROUND?]

65. How old are you?	0.8	< 12	1.7	13-18	12.4	19-26
	27.3	26-35	20.7	36-45	21.5	> 65
	4.1	no response				

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66. What is your sex? 55.4 Male 43.0 Female 1.7 No resp.

67. What is your field of employment?

1. 30.6 Restaurant
2. 12.4 Manufacturing
3. 4.1 Health, education, or social service
4. 0.8 Business (financing, insurance, real estate, etc.)
5. 0 Repair, plumbing, renovation, construction service
6. 2.5 Personal, entertainment, recreational service
7. 0.8 Public administration/transportation/utilities/communication
8. 7.4 Student
9. 12.4 Housewife
10. 0 Unemployed
11. 3.3 Others
0. 25.6 No response

68. What is the level of skills of your employment?

1. 21.5 Entry level
2. 17.4 Semi-skilled
3. 9.9 Skilled
4. 6.6 Professional
5. 0.8 Managerial
0. 43.8 No response

69. What is your average monthly income last year?

1. 24.0 0 - \$600
2. 21.5 600 - 799
3. 8.3 800 - 999
4. 3.3 1000 - 1199
5. 4.1 1200 - 1399
6. 1.7 1400 - 1599
7. 2.5 1600 - 1999
8. 6.6 2000 or over
9. 0 have no idea
0. 28.1 no response

70. What is the average monthly income of your household last year?

1. 10.7 0 - \$600
2. 12.4 600 - 799
3. 6.6 800 - 999
4. 6.6 1000 - 1199
5. 8.3 1200 - 1399
6. 6.6 1400 - 1599
7. 6.6 1600 - 1999
8. 9.9 2000 or over
9. 0 have no idea
0. 32.2 No response

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71. How many people are there in your household now?

- |         |         |
|---------|---------|
| 1. 13.2 | 2. 14.1 |
| 3. 19.0 | 4. 18.2 |
| 5. 13.2 | 6. 8.3  |
| 7. 0.8  | 8. 3.3  |
| 9. 1.7  | 0. 8.3  |



72. What is your formal education background?

- 1. 9.1 Did not go to school
- 2. 20.7 1 - 6 years in school
- 3. 24.8 7 - 9 years in school
- 4. 16.5 10 - 12 years in school
- 5. 10.7 some college
- 6. 6.6 completed college or beyond
- 0. 11.6 no response

73. What is your primary spoken language/dialect?

- 1. 59.5 Cantonese
- 2. 14.1 Toisanese
- 3. 10.7 Mandarin
- 4. 2.5 Other Chinese dialect
- 5. 2.5 Vietnamese
- 6. 0 Other IndoChinese language
- 7. 5.0 English
- 8. 0 Others
- 0. 5.8 No response

74. How good is your English in terms of listening and talking?

- 1. 11.6 I listen and talk well
- 2. 8.3 I listen well but talk with difficulty
- 3. 19.0 I listen and talk with difficulty
- 4. 21.5 I listen with difficulty, I cannot talk at all
- 5. 35.5 I do not listen, I do not talk
- 0. 4.1 No response

75. How good is your English in terms of reading and writing?

- 1. 12.4 I read and write well
- 2. 10.7 I read well, and can write simple sentences
- 3. 22.3 I read and write simple sentences
- 4. 13.2 I read simple sentences, but I cannot write
- 5. 33.1 I do not read, I do not write
- 0. 8.3 No response

76. The zip code of your address is: \_\_\_\_\_

THANK YOU FOR ANSWERING, PLEASE SEND IT BACK IMMEDIATELY.

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TECHNICAL MEMORANDUM NUMBER 2

COMMUNITY SERVICE AGENCY  
REQUEST FOR PARTICIPATION (RFP) PROCESS AND RESULTS

2.0      INTRODUCTION

In accordance with our contract with the Boston Redevelopment Authority, Henderson Planning Group (HPG) has addressed the tasks outlined in the Scope of Services under Phase I Tasks IA and IB with the completion of this memorandum. The purpose of the memorandum is to chronicle the process by which Chinatown community service providing agencies were solicited to respond to a general call for a Request for Participation (RFP) in the proposed Parcel "C" project. The Request for Participation process was initiated in order to determine the nature of existing social services in Chinatown, identify service providers interested in participating in the Parcel "C" process, solicit information from them and develop criteria for the verification of programming needs projected by providers.

Evaluation of programming needs and how the providers' projections may be translated into requirements for physical space in a new community services center in Chinatown is reserved for Technical Memorandum Number 4 - Evaluation of Program/Space Requirements.

As a means of determining technical criteria for verification of programming needs projected by providers, HPG met with the Chinatown South Cove Neighborhood Council (CNC) Social Services Subcommittee and BRA staff on five (5) occasions to develop a Request for Participation (RFP) survey document for the Parcel "C" project. This was a questionnaire sent to all social service providers that are known to the CNC, to determine their interest in participating.

A copy of the RFP survey form is found in Appendix B. The reasons for the requested information are described in the following paragraphs.





The review of the RFP process and results is presented below under the following headings:

- o Community Participation and RFP Process
- o RFP Intent and Contents
- o Agencies Responding to the RFP
- o Requirements for Physical Space (As noted by Responding Agencies)

## 2.1 COMMUNITY PARTICIPATION AND RFP PROCESS

Prior to sending out the questionnaire to every agency which could be identified, an advertisement describing the entire project, including both the RFP process and the Needs Assessment survey, was placed in the Sampan newspaper.

Poster enlargements were posted at six cooperating agencies.

Within the context of the Needs Assessment survey (described in Technical Memorandum Number 1) letters were sent out to alert agencies of the pending survey and to ask for their cooperation in developing client lists.

An explanatory letter was enclosed with every Needs Assessment survey or RFP survey request.

The public process used in the Needs Assessment survey is described in greater detail in Memorandum No. 1 - Community Needs Assessment Survey.

### 2.1.A RFP Process

The RFP was sent out to all social service providers in the Chinatown area known to the CNC. The mailing list included over 40 organizations.

The RFP mailing went out the first week of February, 1989, and respondents were asked to reply by a cut-off date of February 28, 1989, in order "to be considered for inclusion in the Parcel "C" facility."

A total of seven responses were received by the cut-off date. One response came from the Chinatown Boys and Girls Clubs and one from the South Cove YMCA (which are assumed to be part of the project under any circumstances). Five responses came from other service providers.



All seven agencies received follow-up telephone calls to clarify information submitted and in some cases field visits provided additional information.

## 2.2 RFP INTENT AND CONTENTS

### 2.2.A Type of Information Requested

The RFP contains four sections requesting information from the service agency providers. The RFP was short in length to provide ease in filling out, and was designed to collect both quantitative and qualitative responses. A description of the type of information requested for each section is noted below:

The first section asked for general information and a contact person for the agency.

The second section of the RFP asked a group of questions to determine the provider's current physical space allocation, what rent they pay, whether or not they share space with other users and whether or not they have or need special facilities. These questions were asked to determine the basic space needs of different groups in a new facility, whether or not they could afford to pay rent in a new facility and the opportunities for shared space or facilities among the groups.

The third section of the RFP asked a group of questions concerning operations, management and staff, type of services, client population, funding, and a description of the agency's view of how they would contribute to the viability of a new community service facility. These questions were intended to: establish a general history of the mission and services the agency provides; acquire data on the age distribution and place of residency of clients served; and collect basic funding and financial data which would be helpful at a later date in reviewing an agencies financial "carrying capacity" for the proposed project.

The fourth section of questions was designed to request the agencies assistance in determining the service provider's level of "unmet need" within the Chinatown/South Cove community.



## 2.3 AGENCIES RESPONDING TO THE RFP

The following seven groups responded to the RFP:

Asian American Resource Workshop (AA Resource Workshop)  
Chinatown Boys and Girls Clubs (Boys and Girls Clubs)  
Chinese American Civic Association (C-A Civic Association)  
Chinese Progressive Association (Progressive Association)  
Quincy School Community Council (QS Community Council)  
South Cove Community Health Center (Community Health Center)  
South Cove YMCA (YMCA)

Figure 2.1 includes photographs of some of the existing facilities used by these service providers and is appended to this memorandum.

### 2.3.A General Agency Information

All of the service providers that responded to the RFP are already working in the Chinatown Area and they have all been in operation for ten or more years - although the level of activity during this time has varied significantly. All of the service providers have tax-exempt status.

Some form of Board of Directors or Council exists for each of the respondents. The amount of staff varies widely from two full time positions to in excess of 100 full time equivalent positions, as follows:

Table 2.1 Full-time Equivalent Positions by Service Agency

<u>Respondent</u>	<u>Full-time Equivalent Positions**</u>
AA Resource Workshop	approx. 4.5 full-time equivalent
Boys and Girls Clubs	2 full-time equivalent
C-A Civic Association	49 full-time
Progressive Association	3 full-time equivalent
QS Community Council	45 full-time + 45 - 60 part-time
Community Health Center	113 full-time equivalent
YMCA	approx. 6.5 full-time equivalent

\*\* The number of full time equivalent positions were requested, however, answers were not consistent.

Source: RFP Questionnaire



All of the respondents use volunteers for their program activities.

2.3.B Type of Service Provided By Responding Agencies

The services provided by the responding agencies cover most of the community services that the BRA identified as being part of the scope of the needs assessment study. Services are provided to varying degrees. For example, more than one group provides English-as-a-Second-Language classes, youth programs, recreation, and child care services. Although only one facility provides health care, its services are quite complete.

On the whole, the seven responding agencies provide a balanced representation of the Chinatown social service needs. The types of social services provided by the responding groups are noted below:

- Child Care/Parent Education;
- Civic Education and Cultural Orientation;
- Community Health Care
  - (Including Internal Medicine; Pediatrics;
  - Obstetrics/Gynecology; Dental; Eye; Podiatry;
  - Mental Health; Social Services; Indochinese Mental Health; Family Planning; Nutrition; and Elder Home Care)
- English-as-a-Second-Language Classes for Adults and Youths/Chinese Classes/Translation Services;
- Elderly Services (Community Health Center only);
- Information/Advocacy/Legal Counseling on Civil Rights;
- Youth and Adult Employment Training;
- Pre-vocational Training and Vocational Training;
- Recreation, Social and Community Functions;
- Youth-after-school and Summer Day Camp Recreation Programs;
- Youth Programs;
- Tax Preparation;
- Media Services and Production;
- Educational Workshops; and,
- Organizational Development.

Of the service needs identified by the public through the Community-wide Needs Assessment (see Technical Memorandum Number 1), the need for English classes and health care are the two services reportedly used the most now, and both of these services are reflected in the responses to the RFP process. The services that appear to have the greatest potential for growth





according to the assessment, legal services and civil rights advocacy, are also included.

- 2.3.C Type of Services Not Provided By Responding Agencies  
Of the agencies responding, only one organization is providing legal counseling and this is provided in a limited manner. In addition, the only "elderly" services identified were health care related, not senior citizen social program and/or food related programs.

In addition to the services described above, the BRA also identified information/education on community planning and development as a service to consider for the project. If the BRA and CNC determine that it is important to allocate space for these types of services in the Parcel "C" project, appropriate service providers must be identified and included in future studies.

Of the dozen of so family associations and social organization which operate in Chinatown, none responded to the RFP process. These associations and organizations typically are located in small spaces on the upper floors of a commercial or retail building. When there is a large gathering, the group typically rents a room at one of the area restaurants in Chinatown.

- 2.3.D Characteristics of Users  
Table 2.2 below presents a summary of characteristics of the responding agencies' users in 1988.



Table 2.2 Characteristics of Agency Users

	<u># Users 1988*</u>		<u>% Users By</u>		<u>Yearly Visits</u>
			<u>Place of</u>		<u>- Volume of</u>
			<u>Residence</u>		<u>Users (1988)</u>
		C-Town	Boston	Other	
AA Resource Workshop	536	1.1	86.0	12.8	1,960**
Boys and Girls Clubs	536	42.8	38.9	18.3	13,556
C-A Civic Association	9,231	21.7	57.4	20.9	98,055**
Progressive Association	1,705	12.9	45.3	41.8	4,935
QS Community Council	9,091	49.0	43.3	7.7	187,017
Community Health Center	14,630	44.0	29.0	27.0	71,271**
YMCA	945	40.0	40.0	20.0	80,300
TOTAL	36,674				359,039

\* "Users" represent the number of individuals who use the services, not the numbers of visits they make, a number which would be significantly higher. This information was requested, but not obtained in many cases.

\*\* Does not include off-site programs.

Source: RFP Questionnaire

The majority of the users appear to be using the following services: health care, English-as-a-Second-Language classes and recreational uses. Exact volumes could not be computed due to the variability in the returns.

The combined volume is equal to approximately 985 visits per day to these agencies.

Information concerning perceived unmet need in client groups was also collected as part of the RFP process. This information presented and evaluated in Memorandum No. 4 - Evaluation of Program/Space Requirements.

## 2.4 REQUIREMENTS FOR PHYSICAL SPACE (As noted by Responding Agencies)

### 2.4.A Existing Space Allocations

The RFP requested groups to indicate their existing space allocation and layout, in order to establish baseline conditions for possible space needs in a new facility. The existing space allocations reported are given below on Table 2.3:



Table 2.3 Existing Space Allocations in Net Square Feet

AA Resource Workshop	1,800
Boys and Girls Clubs	7,840
C-A Civic Association	9,550
Progressive Association	1,500
QS Community Council	16,930
Community Health Center	10,547
YMCA	<u>9,800</u>
 TOTAL INTERIOR	 57,967

Open Space 2,000 SF

Source: RFP Questionnaire

Some limited duplication of space requirements may exist due to the overlap of services provided by the respondents. The possibility for reducing overlap in a combined facility will be discussed further below, and in Technical Memorandum Number 4 on programming and space requirements for the facility.

In addition to the interior space noted above, one service provider has dedicated 2,000 square feet of open space for child care uses (this is a requirement of licensed child care providers).

The following Table 2.4 shows aggregates of the major types of existing space. The majority of this space was dominated by the following uses: classrooms, gymnasias, professional staff, common areas or multi-purpose space, examination rooms and residential uses (YMCA).



Table 2.4

Physical Space Facilities Noting Type, Number and  
Square Footage

<u>Type of Space</u>	<u># of Spaces</u>	<u>Square Footage</u>	<u>SF/Type of Space</u>
Classroom Space	22	12,200	555
Gymnasia	4	12,068	3,017
Professional Staff	23	4,639	202
Child Care	10	3,900	390
Common Space (Includes SCCHC corridors)	14	3,700	264
Residential		3,600	
Examination Rooms	24	2,550	106
Multi-purpose Space	4	2,125	544
Meeting/Conference Space	4	1,920	480
Waiting Rooms	4	1,700	425
Support/Clerical	14	1,684	120
Storage Space	15	1,443	96
Other (lab space, rest rooms showers, kitchens, game rooms and libraries)		<u>4,293</u>	
TOTAL:		57,967	

Source: RFP Questionnaire

#### 2.4.B Additional Space Needs

All respondents expressed a need for additional space to optimize their service delivery. Social service providers have done a number of things to extend their facilities to maximum use. This has involved sharing space and facilities with other groups (e.g., classrooms shared with public schools). In the Community Health Center, for example, a multi-use policy has been established. Offices are shared, schedules have been doubled, and extra corridor and closet space have been pressed into service for unintended uses.

Space needs (in Net Square Footage) as they were expressed by each service provider are given below. In the cases of the Chinatown Boys and Girls Club and the South Cove YMCA, a total replacement space need is given, since their facilities must be entirely replaced. All other service providers' space needs are presented as needs beyond current space allocations. Where a provider reported estimated square footage requests for different types of space, these are shown. Some space estimates were obtained through follow-up telephone calls.





Table 2.5 Additional/Replacement Space Requests by Responding Agencies (in Net Square Feet)

✓ Asian American Resource Workshop

Filing room/library for  
\* 3,500 books & periodicals 400 SF 3 ✓

Chinatown Boys and Girls Clubs

N Junior games room 1,500 SF 5 ✓  
N Senior games room 1,800 SF 2 ✓  
N Fitness center 5,000 SF 2 ✓  
\* Library/learning center 1,250 SF 3 ✓  
• Arts & Crafts Center 1,400 SF 4 ✓  
• Classrooms 1,750 SF 4 ✓  
■ Administrative offices 800 SF 5 ✓  
- Maintenance 1,000 SF 6 ✓  
Subtotal 14,500 SF\*

\* Assumes full replacement  
of existing facilities.

Chinese American Civic Association

Counseling offices 500 SF 4  
Teachers offices 550 SF 4  
• 6 classrooms 3,000 SF 4  
• 2 classrooms - skills training  
• 1 electronic assembly skills training lab  
▲ Conference room/staff lounge 300 SF 3 ✓ 10 ✓  
→ Waiting room 200 SF 4 ✓ 10 ✓  
• Language laboratory 500 SF 4 ✓  
\* Library 500 SF 3 ✓  
- Storage room 100 SF 6 ✓  
- Rest rooms  
Subtotal 5,700 SF

Chinese Progressive Association

• Separate classrooms & offices 150 SF 4 ✓  
self-contained counseling rooms  
handicap access

QS Community Council

■ Administrative Space 500 SF 5 ✓  
• 3 - 5 adult classrooms 1,800 - 3,000 SF 4 ✓  
\* 3 - 5 child care classrooms 1,800 - 3,000 SF 4 ✓  
• 2 - 3 after-school care classrooms 1,400 - 1,750 SF 4 ✓  
(35 SF/child licensing requirement)  
Total 5,000 - 8,250 SF

P 4  
Op. Parking 6 spaces  
Open Space 1,200 SF (40 SF/child licensing requirement)



### South Cove Community Health Center

Examination rooms; Nursing stations;  
Waiting & reception areas;  
Dental operatories;  
X-ray/laboratory space  
Practitioners' offices  
Small meeting spaces  
Support staff areas (incl.  
laboratories, records,  
computer rooms)  
Larger conference room  
Subtotal

20,000 - 25,000 SF

### Chinatown YMCA

G/L	Gymnasium	8,800 SF	1
GA	Locker rooms	3,800 SF	1
G/L	Nautilus	1,800 SF	2 ✓
N	General Recreation room	1,000 SF	3 ✓
	Multi-use areas	2,400 SF	10
G/L	Exercise room	1,600 SF	2 ✓
*	Child Care Center (50 Children)	2,500 SF	4 ✓
O	Education Classrooms	1,680 SF	4 ✓
→	Reception/Control Area	1,800 SF	10
■	Administrative offices	1,500 SF	5 ✓
	Subtotal	<u>26,880 SF*</u>	

\* Assumes full replacement  
of Existing Facilities.

Parking 15 - 20 spaces  
Open Space 2,000 SF (40 SF/child licensing requirement)



Follow up discussions with each of the agencies has established the total space which the agencies have requested for the Parcel "C" location. This space is noted on Table 2.6 below.

Table 2.6 Parcel "C" Requested Total Program Space by Responding Agency

<u>AGENCY</u>	<u>PARCEL "C"</u> <u>REQUESTED SPACE</u>
AA Resource Workshop	2,200
Boys and Girls Clubs	14,500
C-A Civic Association	15,250
Progressive Association	1,650
QS Community Council	8,250
Community Health Center	25,000
YMCA	26,880
Net Subtotal	<u>93,730</u>
15% Additional for Corridors, Stairs, Lobbies, Storage, Utilities, etc.	14,600
Gross Total	<u>108,330</u>

Source: RFP Questionnaire/HPG

The total space noted above in Table 2.6 indicates the amount of space which the seven participating agencies have requested at the Parcel "C" location. This total was derived by adding together the individual totals for each agency, and does not make any allowances for sharing of space, programs or facilities.

The total figures noted for the Chinatown Boys and Girls Club, the Chinatown YMCA, the Asian American Resource Workshop, the Chinese Progressive Association, and the Chinese American Civic Association include complete relocation/replacement and expansion of existing facilities.

Totals for the South Cove Community Health Center and the Quincy School Community Center are for expansion of services only (no relocation of existing facilities).

#### 2.4.C Existing Sharing of Facilities

All seven of the respondent groups are known to share facilities, staff, or client bases with other groups. Some groups conduct their programs in conjunction with City or other



private non-profit agencies. Several of the responding groups have conducted programs in conjunction with each other: the South Cove Community Health Center, the YMCA, and the Quincy School Community Council have worked on health-related issues together and the Chinatown Boys and Girls Club, the YMCA, and the Quincy School Community Council have worked together on a youth leadership development program. The Chinatown Boys and Girls Club, the Chinese American Civic Association, and the Quincy School Community Council all share space and facilities with other public or private schools.

Most of the groups have expressed a willingness to share space in a new facility. Items that could be shared have been identified as including:

A large meeting hall/conference space,  
Small meeting spaces,  
Kitchen facilities (not associated with child care),  
Open space (a requirement for child care licensing),  
Classrooms of various types,  
Child care space,  
Parking,  
Reception/administrative space,  
Group activity rooms, and;  
Library space.

#### 2.4.D Parking, Security and Rent

##### Parking

Four of the seven service providers have access to a total of 66 parking spaces. These spaces are used by employees and visitors.

##### Security

Most service providers need to protect computers and other equipment but otherwise do not have unusual security needs. The exception is the Community Health Center, which has specific security requirements that an architect would have to address in the design of any service facility which included the Center.

##### Rent

The terms of leases/mortgages held by the different service providers varied considerably. In this report, rents are treated confidentially. Those service providers located in City-owned buildings received annual rent subsidies valued at \$3.72 to \$18.96 per square foot (including utilities and janitorial services in two of three cases). Those paying commercial rents paid annual rents ranging from \$.96 to \$6.60 per square foot. The value of rents in City-owned properties were higher in general, because the quality of the facility





provided was higher. The City-owned buildings had spaces that were geared quite specifically towards the services that providers were giving to their clients, that is, the City had paid to have the facilities designed for the service providers.

Service providers who are paying commercial rents tend to rent office-oriented spaces that are adapted by the services providers for their own use.

All but one of the service providers are paying commercial rents for at least some of their facilities.

2.4.E

Assets

The service agencies have current (1988) assets of approximately \$2.5 million and total (1988) assets of approximately \$3.25 million.



Figure 2.1

## Existing Facilities



South Cove  
Community  
Health Center

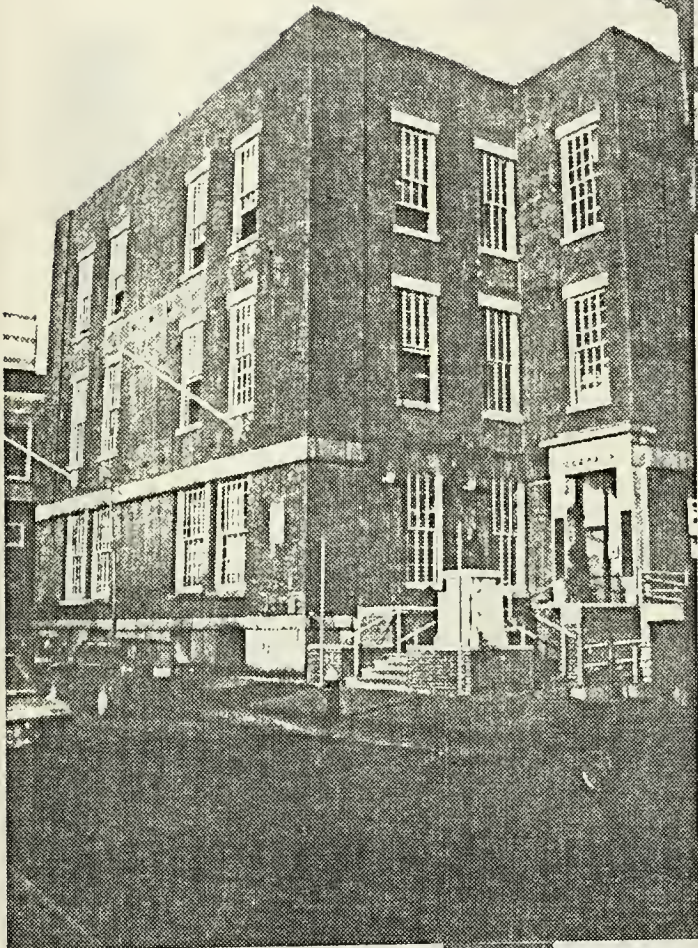








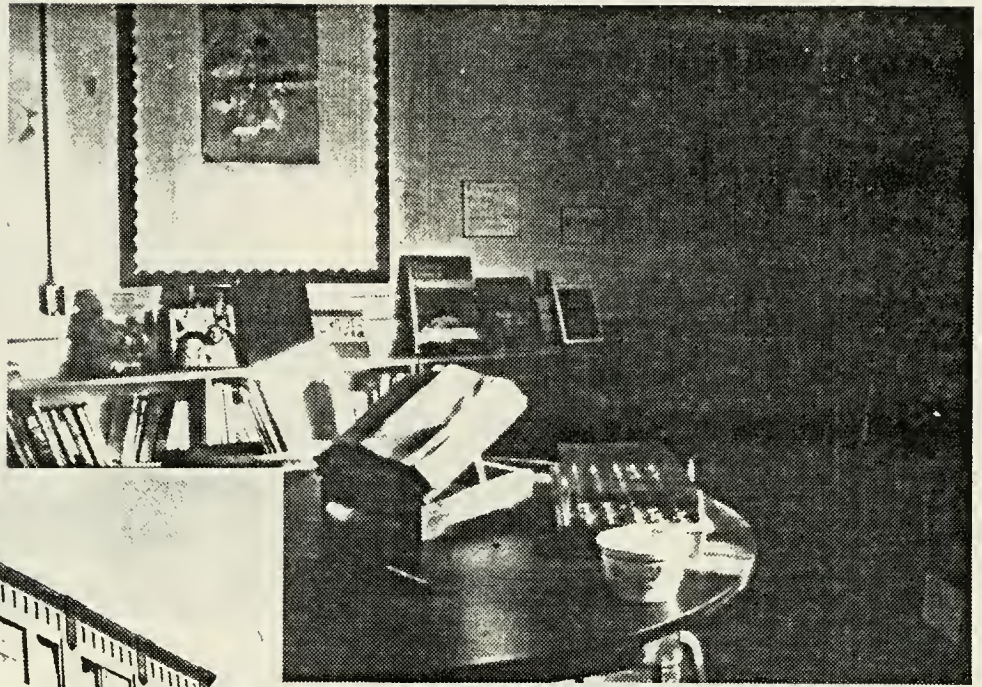
Chinese American  
Civic Association



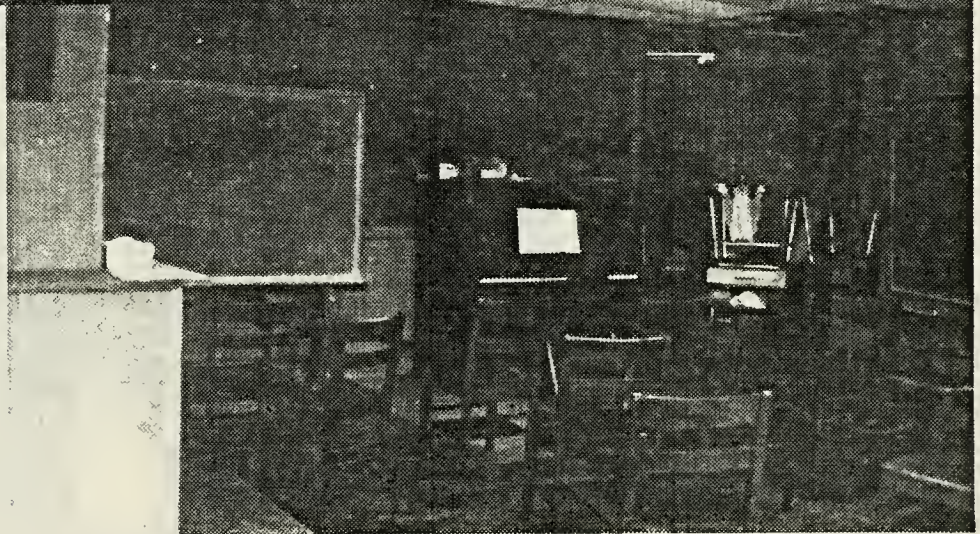








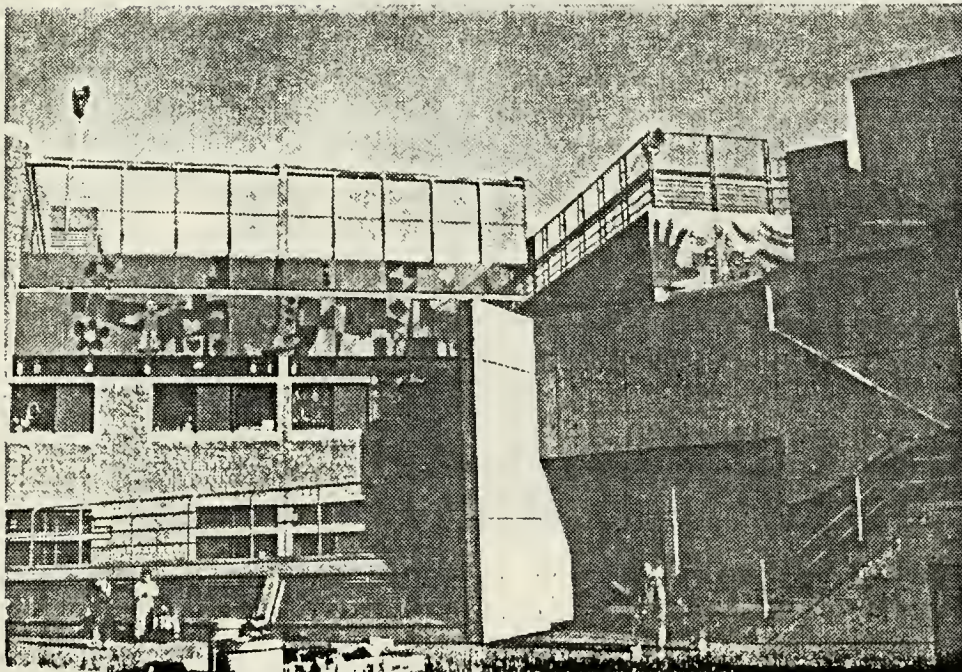
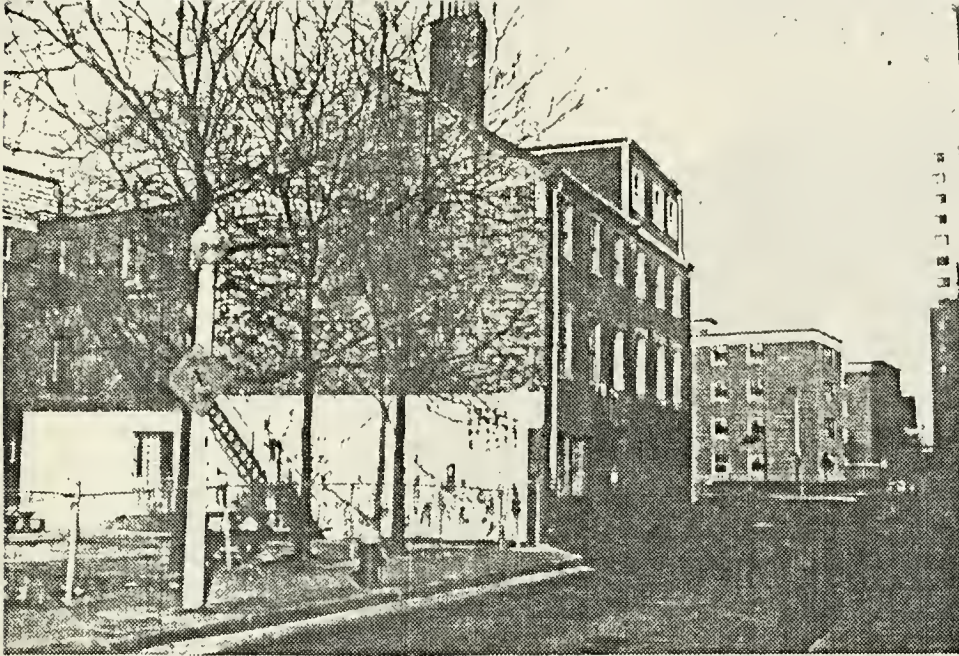
Chinatown Boys' &  
Girls' Club, Inc.











Quincy School  
Community Council







South Cove YMCA



Chinese Progressive  
Association

Asian American  
Resource Workshop

BOSTON PUBLIC LIBRARY



3 9999 06314 781 1





<b>Report Binder</b>	
<b>Stock No./Color</b>	
80571	Black
80572	Lt. Blue
80573	Dk. Blue
80578	Rust
80579	Exec. Red

80571	Black
80572	Lt. Blue
80573	Dk. Blue
80578	Rust
80579	Exec. Red

MADE IN THE USA

